



COMPLAINTS PROCEDURE PETER & PAUL'S PEST CONTROL

DOMESTIC PEST CONTROL CLIENTS

TERMS OF WARRANTY SERVICE CALL

Our office will not process any complaint, unless the following complaints procedure is followed.

In the unlikely event that you should not be completely satisfied with the service performed at your home.

1) Only the client that purchased the service can make a complaint.

2) Before calling our office please read your Warranty Book supplied by our technician on booking day.

2a) Please refer to the **Warranty Conditions** are on page 8-9 of the Warranty Book.

The Warranty Book explains how:

2b) treatment works on specific pests,

2c) the product used,

2d) warranty time frame (page 10)

2e) if there is a follow-up treatment recommended (page 6).

3) **Please Note:** If a warranty service call is booked, the client that is complaining must be in attendance when the service call is executed. This allows our technicians to consult with the client about specific details relevant to the complaint.

4) Please note: no warranties are claimable, if there are **outstanding monies owed** on all work performed.

Please have the following information when calling our office:

- a) Your Full Name
- b) Service address
- c) Date of Booking (must be within your warranty period) Check your Warranty Book (page 10)
- d) Explanation of complaint.